BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

VOLUME-II SECTION-GCC
GENERAL TERMS AND CONDITIONS
ENQUIRY No. CEE/BMAZ South/2025-26/Enq No 10 &

E-portal No: BESCOM/2025-26/SE0403

A. General Instruction to Bidder

1.0 In the interest of BESCOM services, the total requirements of **drivers on contract basis to divisions of West and South Circles in BMAZ South, BESCOM, Bangalore** may vary. However such changes will be as per the provisions of KTPP Act.

Requirement of Drivers:

- Light Vehicle – 06 No's
- Heavy Vehicle – 22 No's

2.0 **Minimum Qualification and knowledge required for drivers:**

1. The Driver should have passed 7th or10th standard examination as minimum qualification.
2. A driver should have valid license for heavy/light vehicle from RTO authority with 3 yrs experience.
3. The driver shall be able to work as and when called during emergency, other than normal working hours.
4. Shall be physically fit and mentally sound.
5. Speaking in Kannada is a must.
6. Should be within the age group of 21 to 51 years

3.0 The Contract agency which is providing driver services will be purely on contract basis and not entitled to claim any permanency benefits from BESCOM.

4.0 **Services Required by the BESCOM:**

4.1 The Agency shall be providing manpower services in BESCOM's premises as per the details provided, or any other location as required by the BESCOM to be read with the Special Conditions of Contract, Assignment Instructions and Schedule of Requirements.

4.2 Payment shall be made as agreed between the BESCOM and the Agency at the time of bidding process. A schedule of charges shall be annexed to the Articles of Agreement after finalizing the amount at the conclusion of bidding process.

4.3 The Agency shall provide manpower services in the BESCOM's premises to its entire satisfaction and it is the sole responsibility of the

Agency that the work is executed in all respects in accordance with the Agency's obligations.

4.4 The agency should meet all the medical expenses of outsource employees for which agency should have the Medical/Accident insurance policy for its employees.

5.0 **Agency's Obligations:**

5.1 The Agency shall provide manpower services at BESCOM's premises as per Schedule of Work / Requirements which may be amended from time to time by the Client during the Contractual period and it shall always form part and parcel of the Contract. The Agency shall abide by such assignments as provided by the BESCOM from time to time.

5.2 The Agency shall provide manpower services through its uniformed and trained personnel for the performance of its services hereunder and these personnel deployed shall be employees of the Agency only and the BESCOM shall not in any manner be liable and all statutory liabilities (such as ESI & PF etc.) shall be paid by the Agency.

5.3 The Agency shall submit to BESCOM, the details of amount deposited on account of EPF and ESI in respect of the deployed personnel to the concerned authorities from time to time.

5.4 The Agency shall produce to the BESCOM, the details of payments of statutory benefits from time to time to its personnel.

5.5 Concerned controlling officers, shall have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the Agency reserves the right to remove any personnel with prior intimation to the Client, emergencies, exempted.

5.6 The Agency shall cover its personnel for personal accident and death whilst performing the duty and the BESCOM shall own no liability and obligation in this regard.

5.7 The agency shall meet all the medical expenses of outsource employees for which agency should have the medical/accident insurance policy for its employees.

5.8 The Agency shall exercise adequate supervision to reasonably ensure proper performance of Manpower Services in accordance with Schedule of Requirements.

5.9 The Agency shall issue identity cards / identification documents to all its employees who will be instructed by the Agency to display the same.

5.10 The personnel of the Agency shall not be the employees of the BESCOM and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract. The Agency shall make them known about this position in writing before deployment under this agreement.

5.11 The Agency shall also provide at its own cost all benefits statutory or otherwise to its employees and the Client shall not have any

liability whatsoever on this account. The Agency shall also abide by and comply with the Labour laws, Workmen Compensation Act, EPF Laws, ESIC Laws, Income tax laws and Minimum Wages Laws, Contract Labour (Regulations Abolition Act) or any other law in force.

5.12 The Agency shall cover all its personnel under the relevant laws of EPF, Labour, ESI etc. Proof of the same should be submitted by the Agency quarterly.

5.13 The Agency shall submit a copy of wages sheet showing monthly wages paid to its personnel.

5.14 Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.

5.15 All necessary reports and other information shall be supplied immediately as required and regular meetings will be held with the Client.

5.16 The Agency shall not employ any person below the age of 18 years old.

5.17 Manpower so engaged shall be trained for providing services.

6.0 Agency's Personnel:

6.1 The Agency shall at all times ensure that it has sufficient, suitable and qualified personnel to supervise the Client premises at the Client Site and in sufficient number to undertake the responsibilities imposed upon the Agency under the Contract and to provide full attention for executing the work thereof.

6.2 The Agency shall submit its Organization Chart, showing therein the details of key personnel with their full contact details. The Agency shall also keep informing the Client of any change in its organization or its personnel

6.3 The personnel engaged by the Agency shall be dressed in neat and clean uniform (including proper name badges).

7.0 Agency's Liability:

7.1 The Agency shall completely indemnify and hold harmless the BESCOM and its employees against any liability, claims, losses or damages sustained by it or them by reason of any breach of contract, wrongful act or negligence by the Agency or any of its employees engaged in the provision of the manpower services to the BESCOM.

7.2 The Agency shall not be liable in any way whatsoever and the Client hereby expressly waives any right to, any loss, injury, damage, cost or

expense of whatsoever nature directly or indirectly, Caused by, resulting from or in connection with any Act of Terrorism or any Biological or Chemical Contamination or any Nuclear Risks, Consisting of, caused by, resulting from or in connection with any loss, damage, destruction, distortion, erasure, corruption or alteration of Electronic Data from any cause whatsoever (including but not limited to Computer Virus) unless such loss, damage, destruction, distortion, erasure, corruption or alteration of Electronic Data was due to the negligence or default of the Agency or any of its employees engaged in the provision of manpower Services to the BESCOM.

7.3 The Agency shall not Sub-Contract or Sub-let, transfer or assign the contract or any other part thereof. In the event of the Agency contravening this condition. Chief Engineer, BMAZ South, BESCOM shall be entitled to place the contract elsewhere on the Agencies risk and cost, and the Agency shall be liable for any loss or damage, which the Client may sustain in consequence or arising out of such replacing of the contract.

8.0 Clients Obligations:

8.1 Except as expressly otherwise provided, the Client shall, at its own expense, provide timely all the required equipment and facilities at the location(s) where the manpower Services are to be provided required to enable Agency's employees to carry out the Services.

8.2 The Client shall comply with and fulfill the recommendations (if any), if deemed necessary by the Client, made in writing by the Agency in connection with the performance of the Services. The Client shall notify the Agency of any dishonest, wrongful or negligent acts or omissions of the Agency's employees or agents in connection with the Services as soon as possible after the Client becomes aware of them.

8.3 To enable the Agency to provide the manpower services, the Client shall ensure that their staff is available to provide such assistance.

8.4 The Client shall not be under any obligation for providing empanelment to any of the personnel of the Agency after the expiry of the contract. The Client does not recognize any employee, employer's relationship with any of the workers of the Agency.

9.0 **The Contract agency, which is providing driver services will be purely on contract basis and not entitled to claim any permanency benefits from BESCOM.**

10.0**As per GOK order No. ¹D¸ÀÄE 02 ¸À»ªÀÄ 2022, ¨ÉAUÀ¼ÀÆgÀÄ ¢£ÁAPÀ 28.12.2022 out of the total person engaged 17% and 7% shall compulsorily**

belong to SC and ST community respectively. The list for the same along with caste certificate issued by the competent authority shall be submitted before deploying manpower to work.

11.0 **The bidder/agency should not be penalised by competent court due to violation of Labour law.**

12.0 The Agency shall ensure satisfactory standards by his staff posted as driver and loss to BESCOM caused due to negligence in duties, undesirable act, misbehavior and carelessness of its employees shall be borne by the Agency itself. In case if the services are not up to the mark, such driver has to be replaced at the request of local officers by the Agency.

13.0 Agency shall take the responsibility of inspecting their employees on duty on regular basis by appointing one supervisor. Agency shall inspect from time to time and ensure satisfactory performance of the employees provided.

14.0 The Tenderer shall not pay lesser than as per prevailing "Minimum Wages" fixed from Govt of Karnataka.

15.0 **Supervision:-**

Agency shall take the responsibility of inspecting their drivers on duty on regular basis by maintaining two tier inspections by its superiors. Agency shall inspect from time to time and ensure satisfactory performance of the drivers provided.

16.0 **Replacement**

Agency shall provide continuous service of drivers by making standby / reserve staff and no void shall be allowed. It is the primary responsibility of the Agency to provide un-interrupted continuous drivers at the designated locations.

17.0 Mode of payment:

17.1 The successful bidder/agency shall submit pre-receipted bill in duplicate along with the outsource employees attendance extract to Concerned sub divisional AEEs before 2nd of every month.

17.2 The Sub divisional AEEs should verify and certify the same and submitted to concerned Divisional Ees before 5th of every month.

17.3 The Divisional Ees should verify and counter sign the same and submitted to concerned Zonal Chief Engineer before 7th of every month.

17.4 100% payment on monthly basis will be made in RTGS mode after effecting applicable recoveries before 15th of the succeeding month.

17.5 Before issuing the cheque to the agency, the accounts officer should ensure that the agency shall produce bank statement of Drivers, as proof for having paid the previous month to the individual driver SB account and EPF and ESI payments to the individual employee's account of the said contract order.

17.6 The Agency should produce the salary slip by showing the authenticated EPF code, ESI code and corresponding EPF & ESI deductions to the individual employees of the said contract order.

17.7 The Agency should produce copy of the cheque presented to the bank for remittance of salary & copy of bank par-sheet for having debited the same amount, along with the list of **28 no's** of drivers provided.

18.0 The Agency shall arrange to pay EPF, ESI, and applicable tax in respect of the persons deployed in BESCOM directly to the respective Government/Central Government Departments. In relation to PF/ESI of the employee's share and employers share to be paid directly by Agency using their registered code. The concerned paid challans with applicable Certificates shall be furnished for verification to BESCOM along with the bills of succeeding month by Agency. Remittance of such amount is wholly the responsibility of the Agency.

19.0 **The payment shall be restricted to the no. of driver services availed during that particular month as certified by the concerned officer**.

20.0 Selected drivers' shall be issued a laminated I.D. affixing latest photograph with details of Name, EPF & ESI Account numbers, designation, Name of the Agency, date of appointment, any other details etc by the agency and should be strictly worn by driver during office hours.

21.0 All provisions related as per the Acts noted below shall be provided to the employees by the Agency only and Agency shall provide all related benefits under these following workmen's act related to Labour law.

a. Minimum Wages Act, 1948.

b. Payment of Wages Act, 1936.

c. Contract Labour (Regulation and Abolition) Act, 1970.

d. Employees PF and Miscellaneous Provision Act, 1952.

e. Employees State Insurance Act, 1948.

f. Workmen's Compensation Act

g. Gratuity Act and related all Labourers Law and Rules pertaining to labourers.

Providing benefits as per above Laws to its employees is the responsibility of the contract Agency itself.

22.0 For the successful Tenderer the rate quoted by the firm is only applicable and shall be not entitled for any other charges.

23.0 **Agreement:-** The successful Tenderer shall furnish an agreement on as per the stamp duty act amendment in the prescribed format within 15 days from the date of contract order. The Successful Tenderer shall also furnish the details of Employees name, EPF/ESI Account No if available within fifteen days from the date of issuing of contract order. If ESI, EPF of agency's employees Account number is not available, the same shall be submitted to billing section within 45 days from the date of contract order, failing which the award will be cancelled and the bidder is liable to be blacklisted apart from forfeiting EMD.

24.0 The Successful bidder shall submit the monthly bill in duplicate with authenticate seal and signature for payment.

25.0 The tenderer shall furnish the following original documents/enclosures in duplicate for payment. Otherwise the bills are liable to be rejected.

a. Monthly Attendance Register.

b. Attested copy of challan consisting details of EPF/ESI and GST paid during previous month to the respective Govt. /Central authorities along with the Employees details.

c. Copy of EPF & ESI paid in respective formats.

d. Copy of GST paid in respective formats.

e. Payment paid to the drivers for the previous month.

f. Each year during the month of December, Rs 20/-from each driver has to be deducted towards labour welfare fund and a contribution of Rs.40/- (each) from the contract agency side has to be paid to Welfare Commissioner Karnataka Labour Welfare Board, My sugar building Annex, 2nd Floor, J.C Road, Bangalore-2 .The payment details pertaining to this has to be furnished in the next subsequent monthly bill.

26.0 The driver engaged by the firm will be the Employees of Contract Agency and at any cost they will not be considered as employees of BESCOM.

27.0 Incase of any accidents, injuries etc to the engaged driver of the agency, compensation shall be payable to the next kith and Kin by the contract agency only and BESCOM is not responsible in any way.

28.0 The Agency will comply with all the provisions regarding licensing, welfare and health, procedures, maintenance of various records and registers etc., as provided under the Contract Labour (Regulation & Abolition) Act 1970 and also under the order issued by the Government of Karnataka there under, and for its non-compliance, the agency shall be responsible for penalties levied by the appropriate authority under the Act. The Agency shall also be liable to comply with all other Labour and Industrial Laws and such other Acts and Statutes (including Factories Act, Payment of Bonus Act, etc.,). Depositing of PF contribution as may be applicable is the responsibility of the agency at his own expenses and shall not be reimbursed by the BESCOM. Any default in compliance, the Agency shall be held responsible.

29.0 The BESCOM shall not be liable to pay any allowance, salary or any other amount under any law in force for the staff engaged by the Agency. The BESCOM shall also be not liable for breach of any Labour Laws or any other Laws for the time being in force. The Agency shall not be entitled to any other allowances or benefits which are not included in the contract.

30.0 In case the Agency, subcontract the tender to other contract agency, such Tenderer will be rejected by giving 7 days notice. Any loss on account of such acts to BESCOM shall be borne entirely by the agency itself.

31.0 **This contract is for a period of one year and extendable for further extendable up to half year at the discretion of the competent authority of BESCOM with good performance**. Incase of any unsatisfactory situations Chief Engineer (Ele), C,O&M, BMAZ South, BESCOM has the right to cancel the order without giving any notice. Contract Agency and its employees have no right to disclose any Technical secrecy, Commercial secrecy and Social secrecy of BESCOM to others.

32.0 The service contract becomes effective from the date of the Contract order issued, which shall be valid for a period of one year and extendable for further one more year on good performance. Chief Engineer (Ele), C,O&M, BMAZ South, BESCOM shall have right to terminate this contract without any notice or reason, if the service is not satisfactory or any malpractice is noticed.

33.0 **If competent authority of BESCOM recruits the drivers, this contract will be cancelled with one month prior notice to the successful bidder**

34.0 The Tenderer shall agree to BESCOM regulations and shall arrange to effectively carry out the social and other responsibilities. Staff of service provider shall not misbehave with Consumer or BESCOM permanent

employees or officers nor shall cause any loss to BESCOM property. For any such lapses the Tenderer is solely held responsible.

35.0 The Chief Engineer (Ele), C,O&M, BMAZ South, BESCOM, has full rights to accept or reject the offers.

36.0 **Dispute:** In the event of any dispute or difference arising under this contract agreement or that which may arise in future will be solved by taking recourse to mutual settlement and the decision of Chief Engineer, C,O&M, BMAZ South, BESCOM, shall be final and binding on both the parties to this contract. Further any unsettled dispute will be subject to appropriate courts in Bangalore jurisdiction and In case of any dispute between the Agency and the engaged manpower, BESCOM will not be a party and this has to be settled by the Agency himself at his own cost.

37.0 The driver engaged by the firm will be the Employees of Contract Agency and at any cost they will not be considered as employees of BESCOM and not entitled for any permanency benefit in BESCOM.

38.0 Any default in compliance, the Agency shall be held responsible.

39.0 **Penalty**:

39.1 In case the agency fails to provide the services of manpower from the date of contract order, a penalty at the rate of ½% per week subject to a maximum of 10% of the remuneration payable had they been provided will be deducted from the amount to be paid to the Agency for the delayed deployment of manpower’s to the offices of O&M divisions of BMAZ South, BESCOM, Bangalore.

39.2 In case the Agency fails to fulfill the minimum statutory requirements (ESI/EPF) as per the conditions of the tender document and fails to produce the concerned documents, it shall be treated as breach of the Contract and the Agency is liable to be blacklisted by the Client, in addition to forfeiting of the monthly bills and Performance Security Deposit.

39.3 In case of breach of any conditions of the contract and for all types of losses caused including excess cost due to hiring manpower services in the event of Agency failing to provide requisitioned number of manpower, the Client shall make deductions at double the rate of hiring rate on prorata basis from the bills preferred by the Vendor or that may become due to the Vendor under this or any other contract or from the security deposit or may be demanded from him to be paid within seven days to the credit of the Client.

40.0 **Validity:** The validity of this offer shall not be less than 180 days from the date of Bid opening. This shall be clearly stated in the Bid.

41.0 In case of unforeseen conditions the due date of opening of Bid is declared holiday, the Bid shall be opened on the next working day.

42.0 The Company reserves the right to accept/reject any or all the Bid without assigning any reason whatsoever.

43.0 The rates quoted should be both in words and in figures and should be the same. There should not be any erasure or over writing in the quotations.

44.0 Any discount/rebate offered on whatever account shall be indicated for the specific purpose/quantities for which the same is intended otherwise the discount/rebate offered will not be considered while comparing quoted prices.

45.0 Whatever, may be the conditions of sales specified or indicated in the quotation, it is only the conditions indicated in the order and Bid notification that will be binding upon the BESCOM, and if the successful Bidder finds on receipt of the order his inability to accept any of the terms/conditions, he shall raise the issue specifically and get the matter clarified.

46.0 **SECURITY DEPOSIT**:

a) The Security deposit **shall be paid within two weeks from the date of the contract order** or shall be along with the acknowledgement for having received the Contract order. The bidder shall pay Security Deposit against **Performance equal to 10% of the total contract value** (of total number of drivers engaged) payable by BESCOM. In case you fail to furnish the required Security Deposit within the prescribed date, the Earnest Money Deposit will be forfeited and the contact order will be cancelled.

b) The mode of payment of Security Deposit is as follows:

- If the amount of Security Deposit payable is Rs.10,000/- and less, the same shall be payable by Cash or Demand Draft.
- If the amount of Security Deposit payable is more than Rs.10,000/- it shall be payable in the form of Bank Guarantee issued by a Scheduled Commercial Bank.
- In case of furnishing Bank Guarantee, the same must be sent to us directly by the Banker.

c) In case you fail to furnish the required Security Deposit within the prescribed date, the Earnest Money Deposit will be forfeited and the Contract Order will also be cancelled.

d) In case you fail to furnish the required Security Deposit within the prescribed date, the Earnest Money Deposit will be forfeited and the Contract Order will also be cancelled.

e) The Security Deposit will be discharged without any interest at the end of successful completion of Contract period.

47.0 **TERMINATION FOR CONVENIENCE**

BESCOM may, by written notice sent to the Agency, terminate the contract, in whole or in part at any time for its convenience. The notice of termination shall specify the termination is for BESCOM's convenience, the extent to which providing manpower services under the contract is terminated and the date upon which such termination is effective.

The Agency upon receipt of such notice shall discontinue for providing manpower services on the date and to the extent specified in the notice, make all reasonable efforts to stop all further manpower services terminated.

48.0 **Risk and Cost Service**: In the event, the Agency fails to execute the awarded work or is not able to deliver the work of quality or within the stipulated time period, Chief Engineer, C,O&M, BMAZ South, BESCOM, shall be at liberty to carry out pending activities or the total scope of contract through a Third Party and recover the expenses from the original agency. The Cancellation of Work contract may be either for whole or part of the Work contract, and will be at the Chief Engineer, C,O&M, BMAZ South, BESCOM, option. However, before such cancellation, the Chief Engineer, C,O&M, BMAZ South, BESCOM, shall give four weeks' notice to the agency for taking corrective action. In case, the service provider does not take necessary corrective action to Chief Engineer, C,O&M, BMAZ South, BESCOM, satisfaction, within the said period of four weeks, Chief Engineer, C,O&M, BMAZ South, BESCOM, shall be at liberty to terminate the Work contract in part or whole. Chief Engineer, C,O&M, BMAZ South, BESCOM, may avail, upon such terms and in such manner, as it deems appropriate, services similar to those so terminated. The service provider

shall be liable to the BESCOM for any losses, excess costs for such/similar services, provided that the service provider should continue the performance of the Work contract to the extent not terminated under the provisions of this clause. If in the opinion of Chief Engineer, C,O&M, BMAZ South, BESCOM, the service provider is not be able to correct the fault even after notice, and the Chief Engineer, C,O&M, BMAZ South, BESCOM, may terminate the Work contract at the risk and cost of the service provider.

49.0 **Liability for Accidents, injure, illness etc:** BESCOM shall not accept any liability whatsoever for any accident injuries or illness etc., caused to any drivers deployed by the agency during the course of duties. The agency shall be solely responsible for all such happenings.

50.0 **Compensation for losses due to thefts and pilferages:** In the event of the company incurring any loss due to any thefts or pilferage occurring in any area/post/building due to agency personnel, the agency shall compensate in full such loss as may be assessed by the company, such amount shall be deducted from the agency bill and or any other amount as may be. Chief Engineer, C,O&M, BMAZ South, BESCOM, shall lodge complaint with the jurisdictional police regarding such an occurrence. The agency shall also investigate into the matter and communicate the result of such investigation to the Chief Engineer, C,O&M, BMAZ South, BESCOM. Agency shall assist the company, police or any other authorities in their investigation. If the property is recovered by the company or police, the cost of such property shall be refunded to the agency, if already recovered by him less the cost of damages to such property as assessed by the BESCOM. Restoration of such property from police or courts shall be the responsibility of the agency.

- Sd/-

Chief Engineer, Ele.
C,O&M, BMAZ South,

BESCOM